

Requires the division of family resources (division) to assign a state employee to each application for services under the Medicaid program, the TANF program, and the federal food stamps program. Requires the division to give each applicant the name and telephone number of the state employee assigned to the applicant's case. Requires the state employee to be responsible for the case until an eligibility determination is made.

SECTION 1. IC 12-13-5-1.5 IS ADDED TO THE INDIANA CODE AS A NEW SECTION TO READ AS FOLLOWS [EFFECTIVE JULY 1, 2009]: **Sec. 1.5. (a) The division shall assign a state employee of the division or of a county office to each application or renewal application received for the following programs:**

- (1) TANF.**
- (2) The federal food stamps program.**
- (3) Medicaid.**

(b) The division shall inform each applicant of the:

- (1) name; and**
- (2) telephone number;**

of the state employee assigned to the applicant's case.

(c) The state employee described in this section is responsible for the applicant's case from the time of application until an eligibility determination is made.

SECTION 2. IC 12-15-1-3.5 IS ADDED TO THE INDIANA CODE AS A NEW SECTION TO READ AS FOLLOWS [EFFECTIVE JULY 1, 2009]: **Sec. 3.5. (a) The division of family resources shall assign a state employee of the division of family resources or a county office to each Medicaid eligibility application or renewal application received by the division of family resources.**

(b) The division of family resources or the county office shall inform each applicant of the:

- (1) name; and**
- (2) telephone number;**

of the state employee assigned to the applicant's case.

(c) The state employee described in this section is responsible for the applicant's case from the time the application is filed until an eligibility determination is made.